Content Review Job Aid

What is a content review?
A content review is a three-part process that validates the instructional design plan (content outline, learning activities and storyboards). In the initial review, internal Subject Matter Experts (SME) evaluate the content outline for accuracy and completeness. Based on SME input, the content outline is updated and reviewed by customers, who are typical of the anticipated training audience. After this review confirms that the content is appropriate for the target audience, the development team creates storyboards. The third review validates the storyboards with the project sponsor(s) and stakeholders.

Refer to the training request form to identify reviewers for this phase. The initial review ensures that the content outline meets the needs of the course participants, the second review validates the direction of the course with potential customers, and the third review engages project sponsor(s) and gains their approval. This minimizes rework and enhances project support.

How to perform the content review(s):
Present the content outline to SMEs / customers or storyboards to sponsor/stakeholder(s) and elicit the following information:

Subject Matter Experts
- Are the key concepts correct?
- Does the detailed content support the key concepts?
- Is the content correct?
- Is any content missing?
- In what order should the content areas be presented to an audience?
- Any suggestions for learning activities?

Customer
- Are the key concepts correct?
- Is the content appropriate for the target audience?
- What other information would be helpful?
- What content would you add or delete?
- Any other suggestions?

Sponsor/stakeholder(s)
- Does the storyboard meet your stated training request?
- If not, what needs to be added/subtracted?
- What suggestions do you have to enhance the training program?

Suggested number of individuals in each group
- SMEs – four to five individuals with content specific knowledge
- Sponsor/stakeholder(s) – varies by project

Remember to gain formal approval of the instructional design plan before commencing the Build phase!